



# Satellite Operator Business Support Systems (BSS)

## SatCom experience

CGI has been providing IT systems and software to Satellite Operators for over 20 years. We understand the unique needs of SatCom companies and have developed software ranging from link budget calculation, real-time control, on-board software, resource & demand management, and high fidelity simulation. Our solutions support hundreds of commercial and institutional satellites.



## CGI helps Satellite Network Operators to upgrade their Business Support Systems to drive their rapidly evolving business models.

Business Support Systems (BSS) play a vital role for Satellite Network Operators in delivering effective, efficient and profitable services. SatCom businesses are complex organisations with highly evolved business processes, a multi-skilled workforce who rely on the currency of data, and with diverse partner relationships. SatCom businesses often extend or acquire new parts of the business and this leads to duplication or increased complexity through legacy IT, solutions, processes or services. Driving out inefficiencies in BSS implementations is a key part of reducing OpEx, increasing business agility, improving decision making and enhancing staff morale.

For over 20 years, we have been helping our clients to:

- Drive digital transformation through the adoption of the latest IT services and best practices
- Implement end-to-end service order management, including SLAs management, to move to a Mbps model, instead of MHz
- Create integrated, flexible Billing, Finance, HR and CRM systems enabling reductions in time to introduce products and services
- Move to cloud-based deployments and migration to take advantage of cost reductions and scalability
- Increase the use of automation to increase revenues without increasing costs
- Secure the enterprise through expert cyber security consultancy

We have been working with many of the largest satellite and telecoms operators in the world. Our solutions, which are delivered into client ownership and support, are proven in 24x7 operations around the world.

## The journey to a modern BSS

Our experts support clients from early-stage consultancy to full BSS integration, starting from developing a roadmap suiting their existing and future business. We work with our clients to develop and implement their roadmaps, bringing expertise in IT transformation coupled with decades of experience in the SatCom industry.

## Developing the requirements, roadmap and product selection

CGI's consultants are experienced in a wide range of BSS components and use TMForum and MEF.net to ensure that industry standard approaches are used. At the early stage we deliver health checks on all aspects of BSS and support the evaluation or proofs-of-concept for evolutions. We can help develop detailed requirements from high-level needs and support developing an architecture to satisfy business objectives.

We delivered consulting services to create an enterprise architecture for a major space client using a model-based approach. The client needed to plan their future BSS transformation in order to scale-up to deliver future services. CGI delivered an enterprise-wide TOGAF architecture model which tied-into multiple already in-flight transformation activities using frameworks and best practices.

CGI are a technology agnostic systems integrator and have worked with many of the leading off-the-shelf products. We help our clients evaluate and perform trade-off studies to determine the right balance of requirements, scope and value-for-money.

## Cloud strategy and migration

Our Cloud Centre-of-excellence supports clients to develop and deliver their enterprise cloud strategy for BSS and OSS, considering on-prem, hybrid and public cloud. In one example, a client had utilised cloud in a non-coordinated manner, lacking controls and governance resulting in lack of control, missed opportunities and unnecessary cost. We established an organisational blueprint, processes, controls and approaches to bring cloud usage under control and pave the way for future exploitation.

## Enterprise Cyber assessment and operations

Our annual Voice-of-the-Client survey has highlighted the increasing importance of cyber-security for SatCom clients. As one of Europe's leading cyber-consulting companies we are able to provide a full spectrum capability to help protect enterprises by assessing risks, providing security architectures, and providing operational services such as Security Operations Centres and threat intelligence.

## Service ordering, CRM and billing implementation

Supported by our global partnerships and accreditations with ServiceNOW, Salesforce, SAP, and Microsoft we provide consulting to enhance SatCom service operations and integrate service management components. For example, we are helping one global SatCom company automate activities for employees and partners.

## Full OSS/BSS implementation for a military client

Our expertise extends into the defence domain where for one MilSatCom customer we implemented the entire end-to-end OSS/BSS including CRM, service planning, comms planning, plan dissemination, billing and network management. Our solutions have been proven to support customers with the most demanding requirements time-and-time again.



## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are an IT Systems Integrator working to advise, build and operate bespoke, technically complex, mission-critical information systems. Bringing innovation to our clients using proven and emerging technologies, agile delivery processes and our expertise across space, defence, intelligence, aerospace and maritime, all underpinned by our end-to-end cyber capability.

### For more information

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Email us at [enquiry.uk@cgi.com](mailto:enquiry.uk@cgi.com)